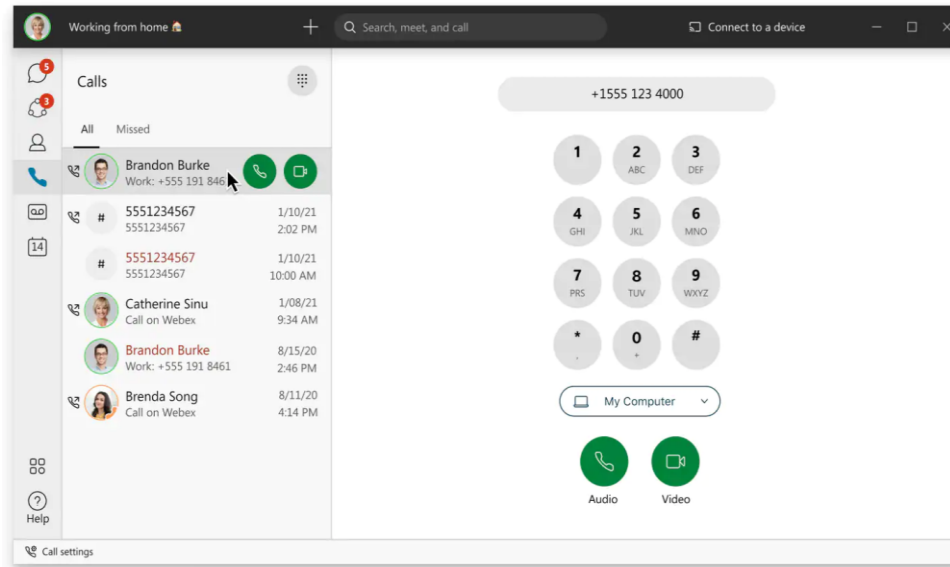


# Cisco Webex App Quick Start Guide

## Webex App with calling overview

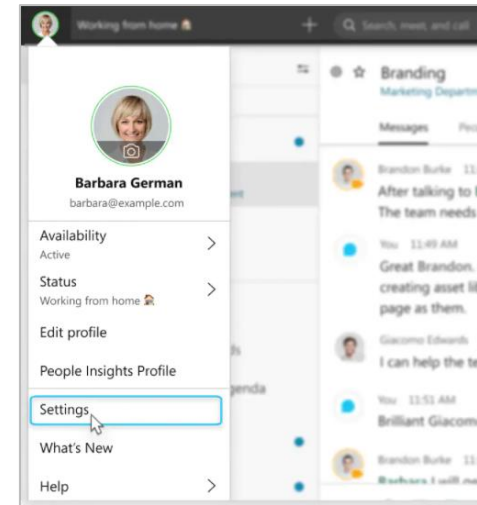
Calling is integrated into the Webex app, you can call your coworkers who you're working with in a space just by clicking on their name or start a call from a team space for your team to join. The app integrates with your company's directory so you always have current contact information, and finding people becomes easy when you can search the directory. It takes the guesswork out of maintaining contact info or figuring out someone's availability.

Click the Calls icon to access the calling features



## Customize your audio and video preferences

When you make or receive a call, the app automatically detects the audio and video devices you have connected to your computer, such as a headset. You can change your settings right before you make a call, like if you want your video on or you just want it to be an audio call only. You can also make some of these your default settings if you'd like.



You can customize your video settings:

- Choose what camera to use.
- See yourself like you're looking in a mirror (Mirror my video).
- Blur your background or use a preset or custom virtual background.

You can also personalize your audio settings:

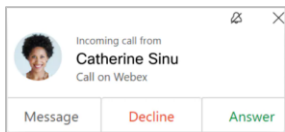
- Choose a headset, speaker, or microphone.
- Reduce disruptions with background noise removal and speech enhancement

# Cisco Webex App Quick Start Guide

## Calling features

### Answering a call

When someone calls you, you'll get a notification that asks you to Message, **Decline** or **Answer**.



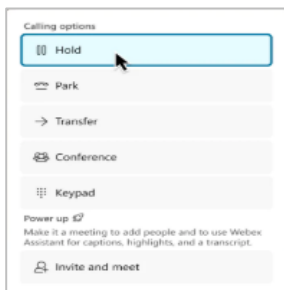
1. Click **Message** to send a message directly to the person calling.
2. Click **Decline** if you're not ready
3. Click **Answer** when you're ready

### Add someone to a call

1. Click **More** and then **Add guest**.
2. Type their name in the box, click on the contact and then click **Call**.

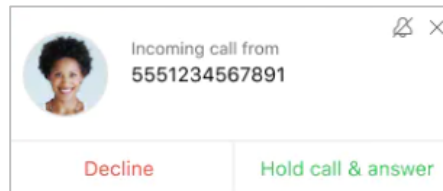
### Put a call on hold

1. Click **More**
2. Select **Hold**.



### Answer a call that is waiting

While on an active phone call, you can hold the call you're on and answer the incoming call.

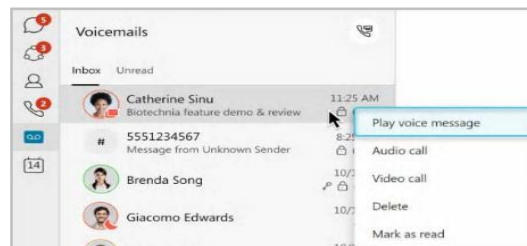


### Transfer a call

1. Click **More** and then click **Transfer**.
2. Enter the number or name of the person who you want to transfer the call to.
3. Select whether you want to make an **Audio** or **Video** call (original phone call is put on hold)
4. Confirm the transfer with the person and click **Complete Transfer**.

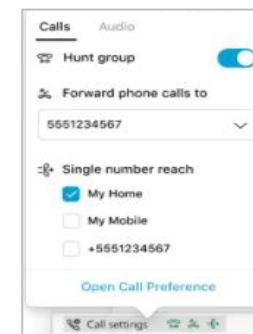
### Check your voicemail

1. Go to voicemail by clicking on the **Voicemail** tab.
2. Right click on the message and select **Play voice message**.
3. Click **Play voice message**.
4. You also have the option of calling the person back with an **Audio** call or **Video** call, **Delete** the message or **Mark as read**.



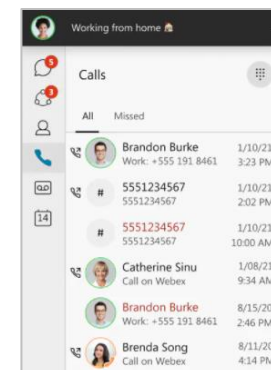
### Set up call forwarding

1. Go to **Call settings** and select where to forward your calls, such as to voicemail, another work line if you have multiple lines, or a number you've set before. Or, to add another number go to **Open Call Preferences**.
2. To stop Call forwarding, select **Do Not Forward Calls**.



### View call and meeting history

1. Go to the **Calls** tab.
2. Click **All** or click **Missed** to view calls or meetings you missed.
3. You can call someone back by hovering over their contact and choose to make an **Audio** or **Video** call.






# Cisco Webex App Quick Start Guide

## Make a call

### Webex App: Make a call

In Webex App, you can place a call from a chat, the command bar, calling tab or from anywhere you interact with the person you want to call.

### Making a call using the Calls tab




1. Click the **Calls tab** 
2. Use the softphone keypad to dial the number or use the number keys on your computer keyboard.
3. Click on **Audio**  or **Video**  call.

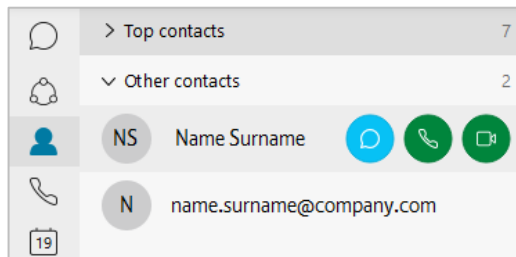
### Adding people to your contacts list

1. Search for a contact.
2. Right click on the contact and select **Add a contact**.
3. Select the relevant group and click **Add** or, right click on a person's name in the Messaging tab and select **Add to contacts**.


**Note:** you can create a new group for your contacts or add them to the predefined groups.

### Making a call using your contact list

1. Click the **Contacts**  tab.
2. Find the person you want to call.
3. Click the **Audio**  next to their name or click on **Video**  call.





### Make a call from the Search bar

1. Click in the **Search bar** at the top of the window.
2. Type the name or e-mail address of the person you want to call.
3. Click on **Audio**  to start the call.


### Placing a call from a Space

If you have multiple people in your conversation, this will start a conference call with all the participants. Everyone will need to accept the call on their side before you can meet with them.

1. In any conversation, you'll find the **Meet**  button in the top right corner.
2. Click on **Meet**  to place your call.

### Placing a call from anywhere in Teams

You can place a call anywhere you interact with your contacts by using their contact card.

1. Hover your mouse over a contact's picture within a chat, team tab etc.
2. Click the  button to place your call.
3. Use these contact cards to start an audiocall, video call, email, or an IM.

